Loire – La Croix
Terms & Conditions 2027

The following terms and conditions form the basis of your contract with Loire-La Croix. They set out our respective rights and obligations and you should therefore read them carefully. The responsibility to meet the terms and conditions is that of the person making the booking and that individual is responsible for all other members of their party.

1) Booking and payments

a) Bookings are made direct or via one of the following 'booking websites' -AirBnB/VRBO. For Direct bookings party details are confirmed via the Booking Form. The party leader (who must be over 18 years of age), must sign the form (confirm by email) on behalf of all persons named on the form, confirming acceptance of these terms and conditions.

b) The form should then be sent to us. The booking is confirmed once the deposit has been paid direct to us or via the relevant 'booking website'.

c) The outstanding balance must be paid in accordance with the Booking site used. For Direct bookings the outstanding balance plus where advised a security deposit of £150 (€200), must be paid directly 8 weeks*[1] before your holiday or in accordance with the 'booking website' and no later than 28 days prior to the beginning of the holiday. Failure to pay on time may result in the accommodation being offered to an alternative client. Payments should be made directly or via the payment options on the relevant 'booking website'.

d) Where payments are made through direct bank transfer the full cost for the transaction should be met by the party leader. This includes any fee that the receiving bank may charge on receipt of the party's payment.

f) The accommodation will be available from 4pm and must be vacated by 10am on the day of departure.

h) Prices for 7 nights or more are fully inclusive of bedlinen and towels.

i) Short breaks are charged at the daily rate noted on Loire-Lacroix website and/or other 'booking websites' and are for a minimum of 3 nights. Bed linen & towels are extra for short stays and is charged at €15 per person to a maximum of €70.

j) Bookings made directly for holidays from October to April inclusive will incur a £15 per person heating supplement payable at the time the balance is due. Prices quoted on the 'booking websites' already include the additional heating supplement. For any excessive use of electricity we reserve the right to deduct an amount from the security deposit (clause 4a).

2) Cancellation*[5]

a) A cancellation must be made in writing. Refunds will be calculated using the following scale:

i) 8 or more weeks notice - loss of deposit
ii) 4 to 8 weeks notice - 50% refund
iii) 2 to 4 weeks notice - 25% refund
iv) less than 2 weeks notice - 0% refund

b) If a booking is cancelled by us we shall notify the person making the booking and offer a full refund or try and arrange other suitable dates. There will be no liability on the owner for the cancellation other than the repayment of monies received.

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3) Insurance

a) All persons booking a holiday are required to purchase insurance in order to cover the cost of cancellation by you and the cost of assistance and repatriation in the event of accident or illness. If you do not take out an insurance policy, Loire-La Croix will not be responsible for any matters arising as a result. You will be responsible for reimbursing Loire La Croix for such sums we meet on your behalf.

4) Security deposit payable where advised & check out

a) The security deposit where paid will be refunded in full no less than 7 days after the day of departure, less any deductions for breakages/damage to the property or excessive electricity usage. The person making the booking is responsible for informing us of any breakages or damage to the property.

b) The owners cannot accept any damage or loss to clients' personal belongings or motor vehicles.

c) The property must be left clean and tidy and all rubbish, recycling and food removed. Any additional or exceptional cleaning costs will be deducted from the security deposit. Please consult the check out information and checklist displayed by the front door in the house.

5) Complaints

a) In the event of any complaint, the client must immediately take it up with the owner or our representative. No complaints can be accepted after the clients have departed from the accommodation.

6) Smoking

a) The accommodation is non-smoking. Smoking outside the accommodation is permitted, using the ash trays provided. Please do not litter the exterior with cigarette butts and ash.

7) Heating

a) The cost of electric heating is included in the price (see clause 1.j for additional winter pricing). Logs for the fire may be purchased locally at extra cost.

8) Pets

a) Pets are not permitted at La Croix.

9) The cost of your holiday arrangements

a) We reserve the right to increase or decrease the prices of unsold arrangements at any time before your booking is confirmed. You will be given the correct current price of your chosen arrangements at the time of booking.

10) Collecting and using your personal data

a) Our booking process includes the collection of the following personal data details for guests staying at La Croix:

- Email address of party leader
- First and last name of all guests
- Contact mobile number of party leader

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b) We may use Personal Data for the following purposes;

- To contact you by email, telephone call, SMS or other equivalent forms of electronic communication, such as WhatsApp with information about your booking, whilst you are guests at La Croix and post stay to obtain feedback on your stay and in the event of any disputes/complaints.
- For future contact for marketing purposes:
  please indicate acceptance - **YES/NO** (delete as appropriate)

c) We will retain your Personal Data only for as long as is necessary for the purposes of providing you with accommodation at La Croix and in line with applicable laws.

Signed by Party Leader ……..

Date ……